



# 2017 ONPHA Conference and Trade Show

Shaping  
OUR  
Future

505

Achieving safe and  
healthy communities

**PRESENTED BY:**

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# Learning goals

1. Show how working closely with tenants, other department staff and community partners can greatly enhance perceptions and reality of personal and community safety in social housing.
2. “The problem and the solution are often found in the same environment”...we tested this theory and it works!
3. Care and compassion are more effective than law and order.





# OCH COMMUNITY SAFETY SERVICES



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- 30 Community Safety Workers
- 3 Supervisors
- 2 Dispatchers
- 1 Administrative Coordinator
- 1 Manager
- 1 Director

# OCH COMMUNITY SAFETY SERVICES

## Vision

“To achieve safe and secure communities by creating a team of safety ambassadors who foster trusting relationships and work collaboratively with tenants, staff and community partners”





# SAFETY AMBASSADORS



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# COLLABORATION WITH TENANTS AND PARTNERS



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# BUILDING TRUSTING RELATIONSHIPS



## 2. OCH COMMUNITY SAFETY SERVICES

- We are committed to professionally serve OCH tenants by:
  - Being present and approachable in the community
  - Responding to tenant and community concerns related to safety
  - Working in collaboration with tenants and community partners
  - Adopting a community-based problem solving approach





## 5. PRESENT AND APPROACHABLE





## 4. PROFESSIONAL RESPONSE



# RESPONDING TO TENANT CONCERNS





### 3. COLLABORATION WITH PARTNERS





# COMMUNITY BASED PROBLEM SOLVING





# GUIDING PRINCIPLES



- Build trust and confidence through meaningful engagement
- Work collaboratively and seek integrated best practices
- Act consistently and respond specifically
- Identify root causes and find long term sustainable solutions
- Use enforcement strategically (tenant evictions and arrest of offenders are a last resort)



# TENANT AND NEIGHBOUR COMPLAINT PROCESS



- OCH Tenant Community Workers take the lead in working with tenants to:
  - Investigate complaints
  - Develop appropriate solutions
  - Refer to outside resources, if appropriate
  - Recommend legal action to terminate a tenancy
- OCH's goal is to maintain and support successful tenancies



# RESIDENTIAL TENANCIES ACT



## Grounds for Termination of Lease

- Substantial inference with other tenants' right to reasonable enjoyment of the residential premises
- Willful or negligent damage to the residential premises
- Illegal acts on the residential premises
- Serious impairment of safety

# EVICTIIONS



## **For illegal activity:**

- The illegal act must have been committed or permitted by the tenant
- It must happen on the residential premises
- It must affect the character of the premises

*In cases involving drugs or weapons, OCH works closely with police, and requests summons so that officers can testify at the LTB*

## **For cause:**

- If a tenant persists in disturbing the neighbours, or engages in criminal or unsafe behaviour, OCH will commence legal action to end the tenancy
- Only the Landlord and Tenant Board (LTB) can terminate a tenancy
- *Residential Tenancies Act* (RTA) defines grounds and process for eviction



## 6. SUCCESS MEASURES

- Tenant Engagement
- Tenant Mobilization
- Early reporting
- Joint problem solving
- Sustainable solutions
- Tenant satisfaction
- Successful Tenancies
- Tenant trust

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THANK YOU

COMMUNITY

